

We are here to partner with you. I am pleased to be your primary contact for

- Group policy changes and renewals
- Group eligibility and underwriting
- New products and benefit designs
- Account planning and collaboration
- Group meetings

Contact our Account Management Support Team for:

- Backup support if I am not available
- Ad hoc group literature requests
- Agent of record changes

Submit Renewal and Eligibility Certification forms to small.group.respond@kp.org

- Renewal Decision Forms, 2-in-1 or 3-in-1 Employee Benefit Designation Forms, or Enrollment Forms pertaining to the renewal

Our goal is to respond to you quickly and completely. To speak with a manager, contact Kristin Cook, Manager, SBG Account Management. Phone: 503-867-1886. Email: Kristin.D.Cook@kp.org

Support for escalated concerns

- Unresolved enrollment, billing, contractual discrepancies, and more
- Benefit and claim payment concerns
- Member access to care concerns
- 5500 reports
- Request a copy of the group contract, *Evidence of Coverage*, or group premium bill

The **Employer Broker Services (EBS)** team helps our employer and broker community resolve escalated service issues often escalated to this team when not originally solved through our standard Kaiser Permanente channels

Enrollment/disenrollment and reports

- Membership enrollments and changes
- Eligibility/Premium Discrepancy reports
- Errors in enrollment and disenrollment

Member services

- Select a primary care provider
- Access services/get started
- Ask benefit questions
- File a claim/understand bills
- Question or appeal a company decision
- Update address/order a replacement ID card

Online self-service account maintenance and resources

- View and pay your premium bill
- Add or remove employees and dependents
- Access forms and enrollment materials
- Request member ID cards



Crystal Fitzsimonds
Senior Account Manager

Phone: 971-804-1623

Email:

Crystal.L.Fitzsimonds@kp.org

Account Management Support Team:

Jaquelyn Meyers, Associate Account Manager

Phone: 503-813-4439

Email: Jaquelyn.A.Meyers@kp.org

Main line: 503-813-2630, option 3

Email: small.group.respond@kp.org

Fax: 1-877-237-5548

Address: 500 NE Multnomah St. Portland, OR 97232

Employer and Broker Services (EBS) Team

Phone: 503-813-3613; 1-866-246-3613 (toll free)

Fax: 503-813-3109

Email: nw.kp.ebs@kp.org

Hours: Monday through Friday, 8 a.m. to 5 p.m.

Consolidated Service Center (CSC)

Kaiser Permanente Membership Administration
PO Box 203012

Denver, CO 80220-9012

Phone: 1-866-868-7220

Fax: 1-866-311-5974

Email: CSC-DEN-ROC-Group@kp.org

Hours: Monday through Friday, 8 a.m. to 5 p.m.

Website: kp.org/nw

Phone: 503-813-2000; 1-800-813-2000 (toll free)

Email: Log on to kp.org

Hours: Monday through Friday, 8 a.m. to 6 p.m.

For brokers/consultants: account.kp.org

For employers: account.kp.org

Web Support Team (account.kp.org):
1-866-575-3562